

SCUTTLEBUTT

VOLUME 2 ISSUE 4

APRIL 2012



Hospital Corpsman 1st Class Lajuana Bethel, the Naval Hospital Camp Lejeune Marine Corps Exchange Pharmacy's leading petty officer, scans a patient prescription that was automatically produced from the new state-of-the-art robotic equipment that counts, fills and labels the 200 most commonly filled medications.

U.S. Navy photo by Hospitalman Matthew Heefner

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Planning Goes a Long Way



Capt. Daniel J. Zinder
Commander
Naval Hospital Camp Lejeune

As Spring blossoms around us, and the weather makes it hard to stay indoors, I encourage every member of the command to place the same emphasis on quality and safety that we have in our work lives, on activities in your personal lives.

Quality and safety are behind everything we do in health care. Constantly searching for higher quality in our service and ways to increase the margin of safety

in all we do. Whatever you may be doing to enjoy these gorgeous Carolina days, please give a little thought to your skill level and to doing it safely before you set out. It may have been a while since you were on that bike, or maybe need to stretch those stiff muscles before going for a swim.

We don't want to read about any of us in the Navy Safety Mishap Reports. They usually read like a who's who of Darwin Award winners! And almost every time, a little forethought and planning could have headed off the mishap before it happened. Even if you feel good about your own skills, keep an eye out for those other folks who may not be so tuned up.

We live in a beautiful location with scenic views and tons of outdoor activities. Please take full advantage of every opportunity to enjoy our base and surrounding community to the fullest, and remember the quality of your experience will be enhanced by how safely you do it.

Calling All NHCL Staff

For News Tips and Photos

Have a story idea, know of an outstanding accomplishment, or are you part of a significant process improvement? Let Naval Hospital Camp Lejeune Public Affairs know! Email nhclpao@med.navy.mil and tell us your story! Photos must be no less than 300dpi.



Join the Conversation!
NHCL's Facebook Fan Page
is open to everyone!

www.facebook.com/nhclejeune

Force Master Chief Visits NHCL Sailors



U.S. Navy photo

Bureau of Medicine and Surgery's (BUMED) Force Master Chief (FMF) Sherman Boss speaks to Sailors about honorably serving in the Navy, career paths and the future force during his first official visit to Naval Hospital Camp Lejeune on March 6. Boss was selected as the force master chief, BUMED, and director, U.S. Navy Hospital Corps in December 2011.

scut-tle-but^t

n.

1. *Slang for spoken communication; through the grapevine*
2. *Nautical*
 - a. A drinking fountain on a ship; gathering place
 - b. A forum for NHCL staff to get 'insider info'

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Doc's Diner Returns with Ribbon Cutting

By Hospitalman Dillon Winstead
Internal Medicine Department

After a year of banging, hammering, and nailing, Naval Hospital Camp Lejeune's renovated galley, Doc's Diner, opened March 16. This \$4.5M construction and renovation project started a year ago, when the galley shifted into the temporary galley and administrative modular units on the North side of the hospital. The temporary galley served over 69,000 meals to inpatients, active duty Sailors and Marines, and civilian personnel and visitors.

"During two moves, there was never a lapse in service," says Lt. Cmdr. Kelly Mokay, the head of the Nutrition Management Department.

Not even Hurricane Irene could stop them.

"Things went pretty smoothly," Mokay said. "We went to the disaster SOP and since we couldn't cook in the galley trailer, we handed out bagged meals to staff and patients."

Mokay and the lead supervisors, James Jackson and Chief Culinary Specialist Stanley Nikeo, made sure that the project went without delay and all lauded the team efforts from various NHCL departments for their stupendous support.

But things didn't always go so smooth.

"There were always challenges behind the scenes," Mokay said about working in the temporary galley. "There were equipment failures, the AC would go out and the freezers had difficulty holding temperatures. We had a lot of support from other departments and our staff was resilient."

Mokay further noted how the nutrition management staff always kept a great attitude.

With every detail considered, the renovated galley features a more modern feel with overhead lighting and a tranquil atmosphere. Seating 184 people, the galley can now handle the flow of hungry staff, patrons and patients. With four new flat screen televisions, there will be enough entertainment to keep everyone happy.

"The galley also has state-of-the-art equipment for cooking and climate control," explained Mokay. "We have a new combi oven and air conditioning in the scullery for our staff who work hard behind the serving lines."

Another highlight is the new menu with healthier choices, more variety, and an even bigger salad and fruit bar.

Meal cards are accepted or patrons can purchase breakfast for \$2.45, \$4.55 for lunch, and \$4.55 for dinner. The Department of Defense Comptroller sets meal rates annually.

With the new galley comes a new name. Or so staff thought. A survey was created for the staff to vote on the name for the renovated galley. There were six nominations, but after two weeks of open voting, Doc's Diner beat Anchors Aweigh Café by 13 votes.

"But the best is yet to come," stated Jackson.

Mokay agrees that staff soon plans to hang the televisions, decorate, and provide planned nutritional education, referring to the nutrient fact cards for the serving lines and the Navy Operational Fitness and Fueling Series (NOFFS).



U.S. Navy photo by Hospitalman Lauren Robshaw

Naval Hospital Camp Lejeune's Commanding Officer Capt. Daniel Zinder introduces the team players involved in the completion of the hospital galley construction and renovation effort that was marked by a ribbon cutting ceremony on March 16. Standing ready to cut the ribbon are Nutrition Management Department Head Lt. Cmdr. Kelly Mokay; Facilities Management Department Engineering Technician Paul Salter; Head Contractors Jimmy Willis and Raymond Wray; and Officer in Charge of Construction, Marine Corps Installations East Executive Officer Lt. Cmdr. Jeffrey Jasinski.



U.S. Navy photo by Hospitalman Lauren Robshaw

Naval Hospital Camp Lejeune Doc's Diner (galley) patrons are served an early lunch shortly after a ribbon cutting ceremony marked the completion of a year long construction and renovation effort to modernize the physical space and equipment March 16.

Pharmacy Imple

Improves Margin of Patient Safety

By Anna Hancock
Deputy Public Affairs Officer

Behind the pharmacy windows at the Naval Hospital Camp Lejeune Marine Corps Exchange Pharmacy, a team of medical professionals have seamlessly counted and processed prescription medications since 2006. The team's most recent additions — a prescription medication dispensing robot and an integrated software technology system — is a system designed to take existing measures of patient safety to the next level.

Exchange pharmacists and staff exceed the standard safety precautions required in pharmacy operations. From the point the patient speaks with the pharmacy technician and turns in the prescription to the time of medication pick-up, each team member's primary motivation to get the job done is patient safety. But the new state-of-the-art robotic technology introduced mid-January, eliminates the chances of human error even further.

In approximately two months, the robot has counted and processed more than 12,500 prescriptions. The machine has operated with the highest level of accuracy.

The Improved Process

Once the pharmacy staff verifies the patient information and enters the prescription information into the computer system, the integrated software provides the information to the robot. The robot then selects the medication from the storage bay, fills a prescription vial with the correct dosage and amount, secures a cap on the vial, then prints a label and places the label on the vial.

"Before we had the robot, the only automation we had was a digital scale," explains Hospital Corpsman 1st Class Lajuana Bethel, the pharmacy's leading petty officer. "We had to do all of these manual tasks ourselves. Now we have much more time to ensure we are safely dispensing medication to our patients."

Each point in the medication dispensing process, at every pharmacy, introduces a potential single point of failure. Among many things, staff had to ensure they selected the correct medication; counted the correct amount; did not compromise the sterility of the drug; and did not refill the prescription too soon. Since the robot and integrated software conduct the basic pharmacy operations, the robot frees up time for pharmacy staff to take at least three extra measures beyond the steps already in place to ensure these errors do not occur.

"After the robot dispenses the prescription, we scan the medication [bottle] to verify what is in the vial matches the prescribed medicine," explains MCX Pharmacy Supervisor and Pharmacist Paula Harris. "...soon after, a pharmacist brings up a scanned copy of the prescription on the [computer] screen, then checks the date

of birth, name, medication, dosage, amount, number of refills and provider with what is printed on the vial."

The software, IT certified to exceed patient privacy regulations, also checks whether or not the prescribed medication has an interaction with other prescribed medications, and verifies that the patient is not receiving a double dose or a refill too soon.

Providing an Excellent Patient Experience

While patient safety is top priority, patient experience is key as well. The robot allows more time for the pharmacist or pharmacy supervisor to interact with patients and will eventually contribute to the minimal wait times for patients.

"On average, patients wait between 20 and 45 minutes, depending on the number of medications per patient or whether or not a doctor has to be contacted," said Harris. "Most patients find themselves waiting less – even under 15 minutes."

As far as patient volume, whenever possible, the pharmacy staff opens a new window when they observe more than three people waiting to drop off a prescription. Harris also ensures that a staff member is available in the waiting area between normal business hours to help direct patients on how to use the new queuing system and Harris periodically checks the system to make sure a patient is not waiting beyond a reasonable amount of time.

"The queuing system eliminates the lines we used previously. Many of our customers are elderly so standing in line was not considered in the best interest of the patient," explained NHCL Pharmacy Director Cmdr. Scott Dupree. "The Exchange provided benches for our customers to sit until their number is called."

The queuing system also collects data about the prescription workload and volume.

"We use the data collected from the queuing system to adjust operations to fit the population and prescription drop-off peak times," stated Harris. "With our main focus to support the war fighter, the queuing system prioritizes active duty to get them taken care of as quickly as possible."

Even with the 21st century introduction of modern technology to the world of health care, MCX Pharmacy staff will always be there to contribute to an excellent patient experience, ensuring their safety.

"I've seen births, pregnancies, retirements...and the customers who have been around here a while always ask, 'When are you going to retire?'" said Harris. "I say, 'As long as you're coming here? Never!'"

Naval Hospital Camp Lejeune Marine Corps Exchange Pharmacy is open from 9:00 a.m.— 8:00 p.m. Monday through Friday; 9:00 a.m.— 5:00 p.m. Saturday; and, 12:00 p.m.— 4:00 p.m. Sunday. The pharmacy is closed on all Federal holidays. For pharmacy information or to refill a prescription, call 450-4171.

lements Robotics



Medication storage bays on the new state-of-the-art robotic equipment at the Naval Hospital Camp Lejeune Marine Corps Exchange Pharmacy house the top 200 prescription medications filled at the pharmacy. The robotic equipment counts, fills and labels medications ensuring the highest levels of patient safety .

U.S. Navy photo by Anna Hancock

HOSPITAL ROUNDS

DCSS Wins Blood Drive Challenge

Naval Hospital Camp Lejeune's Blood Donor Center recently hosted a Directorate Challenge Blood Drive, which resulted in 101 NHCL staff registering to donate. The BDC relies on volunteers to support the center, and ultimately NHCL patients, and service members in garrison and abroad.

As the winning directorate with 23 donors, Directorate of Clinical Support Services will be named on a plaque located near the staff entrance of the hospital.

The Directorate of Surgical Services (DSS), Directorate of Branch Clinics (DBC), came in a close second and third amongst all NHCL directorates.

Stay tuned for upcoming challenges. To find out more information about becoming a donor, contact the Blood Donor Recruiter Hospital Corpsman 1st Class Erik Torres at 450-4628.

Marine Corps Battle Color Detachment



U.S. Marine Corps photo by Cpl. Damany S. Coleman

Marine Corps Base Camp Lejeune hosted a performance by the Marine Corps Silent Drill Platoon, in which the 24-man rifle platoon demonstrated poise and discipline as they carried out precision drill movements without the aid of verbal commands and the United States Marine Drum & Bugle Corps, known as "The Commandant's Own." aboard Marine Corps Base Camp Lejeune, March 14.

Family Readiness Group Stands Ready To Support

This month, Naval Hospital Camp Lejeune staff saw the return of many forward-deployed Sailors. Welcome home! Others in the command family are in the midst of their deployment journey. The Family Readiness Group stands ready to assist family members of deployed Sailors and provide a link to needed resources, or provide answers to questions about the community.

The FRG is planning several activities over the upcoming months. These include: a luncheon for families of deployed personnel at Mi Cabana on **April 19** (lunch will be courtesy of the FRG); strawberry picking at Mike's Farm on **May 1**; and, the FRG's annual visit to Lynnwood Zoo (tickets include lunch and will be courtesy of the FRG for families of deployed personnel) on **May 17**.

Additional information about these events will become available on the groups Facebook Page: Nhcl Frg, which also contains useful information about community happenings and deployment support, or by emailing the Family Readiness Group at frgnhcl@gmail.com.

UVAs At Your Fingertips



IT'S TIME ... TO TALK ABOUT IT!
CONNECT. RESPECT. PREVENT SEXUAL VIOLENCE.

If you are a victim of sexual assault, there are many resources to help you! Help lines are available 24 hours a day, seven days a week at **910-750-5852** or **910-378-5866**.

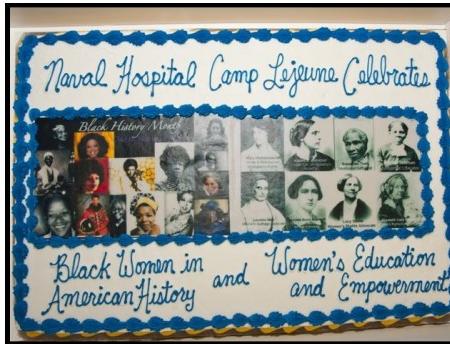
If you are a Naval Hospital Camp Lejeune staff member and need help assisting patients who are victims of sexual assault, the Sexual Assault Response Coordinator (SARC) is available via communication paging system 24 hours a day, seven days a week.

Think teal, the color that represents April as Sexual assault Awareness Month and know that it's time to talk about it!

Celebrating African American and Women's History Months

Naval Hospital Camp Lejeune's Diversity Committee hosted a combined African American and Women's History Month program March 12, in the hospital galley. The program featured poetry readings from Hospital Corpsman 2nd Class Amber Smith, obstetrics and gynecology department; and Hospital Corpsman 2nd Class Ashley Ford, human resources department. Guest speakers included Capt. Debra Soyk, directorate of clinical support services, and Barbara Butler, the first female hospital corpsman to serve with the Marine Corps. The ceremony also included music performances by Chief Hospital Corpsman Roshun Constant, leading chief petty officer of pharmacy and physical therapy departments, and Hospital Corpsman 2nd Class Windell Shackleford, patient administration. Hospitalman Kara Nicoli, staff education and training department and NHCL's blue jacket of the quarter closed the program with remarks and the ceremony concluded with cake and punch.

U.S. Navy photos by Hospitalman Matthew Heefner



April is Sexual Health Month

By John Swett

Health Promotion and Wellness Department

Sexually Transmitted Infections (STI) refer to any of the dozens of diseases that can result from unprotected sex, including: Chlamydia, HIV, Herpes (HSV), and Hepatitis-B virus. STI's are a hidden epidemic that is difficult to track, treat, and prevent because these diseases often are without symptoms. Many people, including health care professionals, are uncomfortable discussing STI's. Health consequences range from mild acute illnesses, such as pelvic pain to life threatening conditions, such as cancers of the cervix and liver or ectopic pregnancy. Women and infants especially are affected by the health consequences of STI's.

In the United States, the Center for Disease Control (CDC) reports an estimated 19 million new STI cases every year. Statistically, one in four sexually active people will contract a STI. North Carolina has the lead on primary and secondary syphilis and ranks among the top 10 states for reported cases of gonorrhea. Many of these diseases are without signs or symptoms and may take days, weeks, months or years for symptoms to appear and may require testing to identify the disease process is active. STI's cost the health care system approximately \$17 billion per year to treat, in addition to funding for research and development for new treatments.

According to the DOD Survey of Health-Related Behaviors Among Military Personnel in 2008, 50 percent of DOD unmarried

active duty members used a condom during their last sexual contact. In the Marine Corps, the numbers were even less. Forty one percent of unmarried active duty Marines used a condom at their last sexual encounter.

Two common acronyms in the military are ORM and PPE which stand for Operational Risk Management and Personal Protective Equipment. ORM means to assess the risk then PPE means to determine what equipment to use to reduce the risk involved. Individuals who are sexually active need to evaluate the risk of contracting an STI and jeopardizing his or her health and determine if personal protective equipment should be used to reduce the risk.

Naval Hospital Camp Lejeune's Health Promotion and Wellness Department offers training courses to all Navy and Marine Corps units residing on Marine Corps Base Camp Lejeune, Marine Corps Air Station New River, Camp Geiger and Camp Johnson. Training courses are interactive, one-hour, sessions taught by health educators in a classroom setting. Each course satisfies the annual Navy and Marine Corps training requirements for sexually transmitted diseases, HIV, and planned parenting. Classes are also offered at NHCL's Substance Abuse and Rehabilitation Center once a week. For more information on having NHCL's health educators teach on-site courses or schedule a course at the HP&WD building four, contact Holly Boles at 449-6002 ext. 278 or John Swett at 451-3712.

Hip Injuries Plague Marines After Intense Training

Lance Cpl. Jackeline M. Perez Rivera
Marine Corps Base Camp Lejeune Public Affairs

As a part of America's expeditionary force in readiness, Marines are tasked to remain well-trained and prepared for any number of conflicts and emergencies.

This arduous physical activity may lead to injuries, including injuries to the hips.

Injuring the hip, the largest ball-and-socket joint in the human body, can be very painful experience. It can lead to months of physical rehabilitation where a person is limited to crutches, and may require surgery.

Many hip injuries are due to training in some form.

"(New Marines) enter a vastly different activity level than they had before," said Cmdr. Michael Kuhn, the head of arthroscopic and sports medicine reconstruction, and orthopaedics at Naval Hospital Camp Lejeune. "They're going from very mild to moderate

activity to high-impact activities." New Marines' bodies are not adjusted to the tempo of training and may have little time to recover, leading to injuries such as stress fractures.

While Marines are encouraged to report injuries and get treatment, many are prone to hiding their symptoms. They may fear facing a stigma of weakness, they may not want to fall behind in training and they tend to be eager to move to the next stage of their Marine Corps career.

Kuhn has seen Marines who have waited to seek treatment suffer the consequences.

He has seen 20-year-old Marines whose hips have deteriorated to the point where they appear to have a 60-year-old's hips.

"If you have an injury that's significantly changing what you want to do and is

reproducible, hiding it is not going to help you," said Kuhn. "You need to let somebody know and seek medical attention before you have an injury that becomes much more significant that you may not be able to recover from."

Kuhn sees more female patients than males for many hip problems; he credits this to their smaller frames and that many are of childbearing age.

He also sees more injuries in high-impact jobs, such as those who hike, or jump from high distances with heavy packs on uneven terrain.

"It's hard to avoid a hip injury," said Kuhn. "Nobody plans for one. They generally occur from job requirements or recreational activities that people love and want to do."

Kuhn said having good core strength and flexibility can go a long way in preventing injuries. Kuhn said having good core strength and flexibility can go a long way in preventing

injuries. Good core strength helps the hips so they don't have to bear weight independently, and good flexibility prevents tears along with helping prevent other injuries. For those who do end up with hip injuries, there are treatment options available in NHCL that may not be readily available elsewhere.

For instance, hip arthroscopies, a widely accepted, yet uncommon procedure in which a small camera is inserted into hip joint, are available at the hospital.

While hip injuries are relatively common within the military population, the majority of patients who suffer them can get back into fighting shape.

"The only way to completely eliminate the risk is to have a desk job which is obviously not what people come into the Marine Corps to do," said Kuhn.

This is an excerpt from an article reprinted with permission from The Globe on March 15.

Reengage Your Life

By Cmdr. Steven Dundas
Command Chaplain

We set our clocks ahead one hour in the ritual that heralds the coming of spring. It is a ritual that I frankly don't enjoy but in order to get to baseball season the government says that I must endure unless I live in Arizona which I don't.

However the ritual of springing forward can have some more significance than simply losing an hour of sleep. In fact it can be used as a reminder to reengage parts of our life that we may have let go. That might be in regard to physical fitness, our emotional state or spiritual life. It might mean reconnecting with family, friends or community. It might be a renewal of a hobby, participation in a sport or community or religious organization.

Regardless Spring can and probably should be a time where

we take inventory of our lives and do some personal "Spring cleaning." Spring cleaning is never really fun, but if we want to move forward it is necessary. In the Christian tradition, Lent is a liturgical season where we have the opportunity to do just that and other traditions also have times set aside for such activity.

So the challenge for me and probably most of us is to take advantage of this reminder to make time for personal renewal.

As for me, the ritual of setting the clock forward pales to insignificance when I think about baseball and remember the words of Bill Veeck, "That's the true harbinger of spring, not crocuses or swallows returning to Capistrano, but the sound of a bat on a ball."

For others it will probably be something different, but regardless of what it is there is no time like now to spring forward.